

# Nisser Mohamed Alhag Zaroug

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👤 Married ♀ Female

## Profile

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Experienced Call Center Supervisor & CRM Specialist who can efficiently process a large volume of customer's issues, adept in dealing with angry clients and offering exceptional customer service, proficient leader who creates motivating environment and superior team.

Specializes in marketing and service coordination.

Objective: Seeking for challenging opportunity in position where I can realize maximum benefit from the communication skills, quality assurance, planning and managerial skills, and create strategies that meet customer needs.

## Education

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**B.Sc. Communication Science – Multimedia**, *Sudan University for Science and Technology*

## Professional Experience

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**Call Center Supervisor**, *SUTRAC & DAL Engineering CO.*

04/2017 – 09/2023

- Develop and monitor staff performance to ensuring high quality of customer service.
- Organizing staff shifts and schedules.
- Training and qualifying new staff and ensure that employee adhere to company's policies.
- Managing customer complaints, inquiries and reviews.
- Analyzing data to make decisions about improving customer service and company's business.
- Monitoring customer tickets status and support HODs with reports to facilitate processes and dep. performance
- Providing recommendations and requests regarding system issues/development needs.

Khartoum, Sudan

**CRM Advisor**, *SUTRAC & DAL Engineering CO.* ✉

08/2016 – 03/2017

- Manage customer database, create, update and verify customer accounts/profiles.
- Conducting transactional survey program and extracting the net loyalty score reports for (CAT) Caterpillar.
- Communicating with customers and reflect their complaints to concern department and follow up solutions.
- Analysing issues and highlight the strengths and weaknesses to improve quality and business.
- Find out and solve the system gaps and facilitate processes.
- Preparing and implementing marketing campaigns and surveys.
- Prepare monthly and quarterly reports and discussing them with other departments to create the action plans.
- Conducting CRM processes awareness sessions for employees.

Khartoum, Sudan

**Customer Care Agent**, *SUDATEL Telecommunications Co.*

04/2014 – 03/2015

- Communicate with the dealers and distributors and handle their issues.
- Monitoring dealers and distributors daily activities.

Khartoum, Sudan

- Telemarketing.
- Kept records of customer interactions and actions taken, including transactions, comments, inquiries and complaints.
- Directing the issues to the back-offices and follow-up sequence processed.
- Assist the team leader in operation flow and reports.

**Customer Service Agent, MTN Telecommunications Co.**

03/2013 – 02/2014  
Khartoum, Sudan

- Pay bills and follow up the status of the service.
- Supplied customers with information and followed up customer communications.
- Follow up the company's social media.
- Directing the issues to the back-offices and follow-up processing sequence.

**Media program designer, Police Media Center**

03/2012 – 02/2013  
Khartoum, Sudan

- Design presentations and media materials for conferences and meetings.
- Design the popular guidelines advertising for government services.
- Audio Technician: Recording and editing audio, Studio and control room duties for Saheroon FM Broadcasting Station.
- Graphic designer: Design the Promotion, Ad. Breaks and introductions for television programs.

## **Skills**

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Customer Satisfaction (CSAT)	Customer Experience Management
Customer-Focused Service	Effective Communication
Quality Assurance	Problem Solving Skills, attention to detail, good analytical and thinking mind.
Leadership & Team management	
Business Process Improvement	Sales and Marketing

## **Courses**

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**Driving better customer Experience through Emotional Intelligence**

**Providing customer focused service- level 2**

**Customer Experience**

**Customer Service**

**Change Management**

**Mastering Digital Marketing**

**Planning, Organizing & Controlling Programme**

**Advanced excel**

## **Languages**

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- Arabic
- English